CULINAIRE ISLAND BUFFET

Models: CR.IB.T1*n.x*M./*w*, CR.IB.T2*n.x*M./*w*

FEATURES Inserted Displays
✓ This manual is to be used in conjunction with CR.CWFFG.Ty*n.x*M.*z* Users Manual

FEATURES Standard Buffet Unit
✓ Stainless Steel top.
✓ Stone top.
✓ Laminate top
✓ Stainless Steel Clad carcase with doors.
✓ Pre-finished board to carcase with doors to match customer's décor.
✓ Stainless Steel Sub Frame.
✓ 75mm Heavy-duty castors.
✓ Stainless Steel ventilation grills supplied for sufficient air flow.

Important!

This user manual is to be used in conjunction with the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.

Due to continuous product research and development, the information contained herein is subject to change without notice

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General Recommendations

Important Information

Carefully read this instruction booklet, as it contains important advice for safe installation, operation and maintenance. Keep this booklet on hand in a safe place for future reference by other operators or service technicians.

All persons operating this appliance MUST read the **operation section** of this manual and be instructed by trained personal on the correct use of the appliance. If additional user manuals are needed talk to your distributor or visit the Culinaire website.

Do NOT store or use gasoline or other flammable vapours or liquids in the vicinity of this or any other appliance.

Qualified personnel, specifically trained in the following instructions, can perform installation and service of the machine.

Disclaimer:

The manufacturer and distributor cannot be held responsible or liable for any injuries or damages of any kind occurred to persons, appliances or others, due to abuse and misuse of this appliance in regards to installation, un-installation, operation, servicing or maintenance, or lack of conformity with the instructions indicated in this documentation.

All appliances made by the manufacturer are delivered assembled, where possible, and ready to install. Any installation, un-installation, servicing, maintenance and access or removal of any parts, panels or safety barriers that is not permitted, does not comply in accordance to this documentation, or not performed by a TRAINED AND AUTHORISED SPECIALISTS will result in the IMMEDIATE LOSS OF THE WARRANTY.

The manufacturer cannot be held responsible or liable for any unauthorized modifications. All modifications must be approved by the manufacturer in writing before initiating. All modifications or works performed to this appliance must be performed at all times by a TRAINED AND AUTHORISED SPECIALISTS.

General Safety

Service

Stoddart, one of our agents, or a similarly qualified person(s) should carry out any and all repairs, maintenance and services. Any repair person(s) should be instructed to read the safety warnings within this manual before commencing work on these units.
Do NOT remove any **cover panels** that may be on the appliance.

Sharp Edges

Steel cutting processes such as those used in the construction of this appliance result in sharp edges. Whilst any such edges are removed to the best of our ability it is always wise to take care when in contact with any edge. Particular care should be taken to avoid contact with any internal edge, all repair or maintenance person(s) prior to commencement of any servicing must read the **maintenance section** of this manual.

Specifications

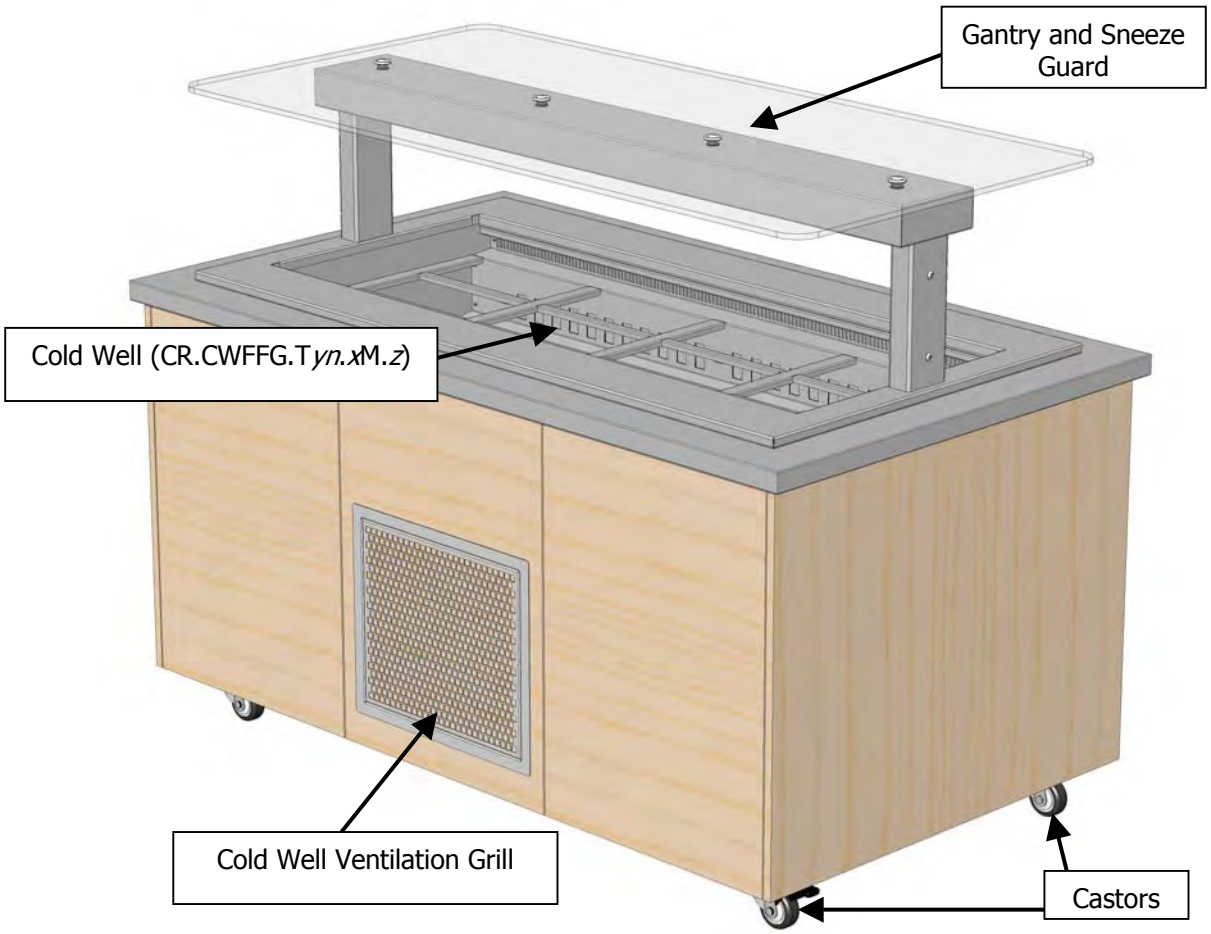
Introduction

The Culinaire© Island Buffet Cold Well has been specifically designed to meet the rigorous demands of a busy food service operation. Your Island buffet is manufactured from high quality, 304 grade, 1.2mm stainless steel and/or, laminate and/or, stone and/or, 2 pack joinery.

Each Island Buffet has been assembled and tested according to Stoddart strict quality standards to meet health department requirements.

Product Overview

Configuration may vary according to model and finishes.



Technical

Code Explanation

Code	Explanation
CR	Culinaire Refrigerated
IB	Island Buffet
T*y*	T1 - With Bench Top
n	A = Flat Glass Gantry
*x*M	3M to 8 Module drop-in Cold Well/Bain Marie
/	Custom Length of the unit
w	Custom Width of buffet unit (min 1000mm)

Technical Specifications

SPECFICATIONS			
Model	**CR.IB.Ty*n*.3M./.*w***	**CR.IB.Ty*n*.4M./.*w***	**CR.IB.Ty*n*.5M./.*w***
Height	1280mm	1280mm	1280mm
Minimum Length	1380mm	1720mm	2060mm
Minimum Width	1000mm	1000mm	1000mm
SHIPPING			
Height	Model Height + 200mm	Model Height + 200mm	Model Height + 200mm
Length	Model Length + 200mm	Model Length + 200mm	Model Length + 200mm
Width	Model Width + 200mm	Model Width + 200mm	Model Width + 200mm

SPECFICATIONS			
Model	**CR.IB.Ty*n*.6M./.*w***	**CR.IB.Ty*n*.7M./.*w***	**CR.IB.Ty*n*.8M./.*w***
Height	1280mm	1280mm	1280mm
Width	2400mm	2740mm	3080mm
Depth	1000mm	1000mm	1000mm
SHIPPING			
Height	Model Height + 200mm	Model Height + 200mm	Model Height + 200mm
Length	Model Length + 200mm	Model Length + 200mm	Model Length + 200mm
Width	Model Width + 200mm	Model Width + 200mm	Model Width + 200mm

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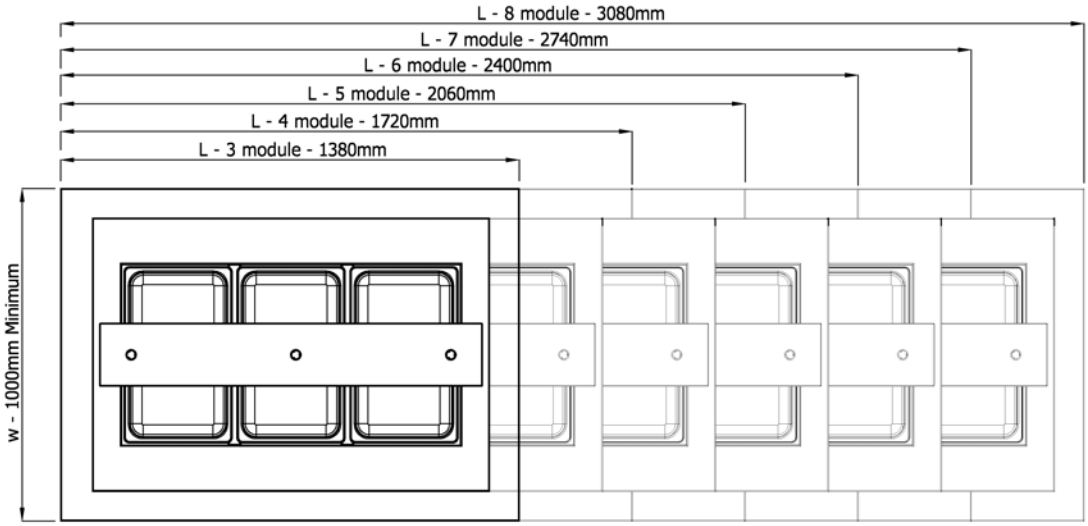
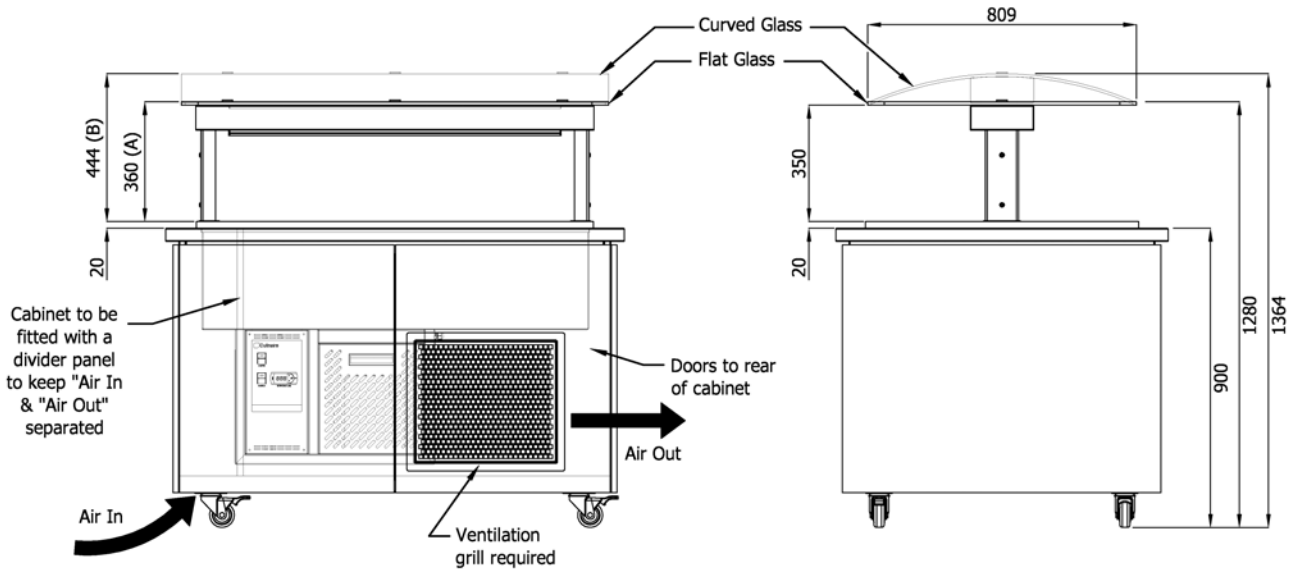
Technical/Connection Diagram



Plan View – Drop-in display



Rear Elevation

Side Elevation

Installation

General Precautions

WARNING!

Installation must comply with local electrical and health & safety requirements. Improper installation, adjustment, alteration, service or maintenance can cause property damage, injury or death.

- Do **NOT** use this appliance for other than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Regulations require that all units be installed to the appropriate Australian standards.
- Regulations require that authorised persons carry out all electrical and plumbing work.
- Only use this appliance with voltage specified on the rating label.
- Be careful not to touch moving parts.

Important!

This user manual is to be used in conjunction with the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.

Important!

Ensure that a qualified technician sets up and installs this unit.

Setting Up

Handling

- Use suitable means to move the appliance: eg. A lift truck or fork pallet trucks (the forks MUST reach all the way beneath the appliance).

Site Preparation

- Ensure the site is level and properly cleaned.

Unpacking

- Check the machine for damage before and after unpacking. If machine is damaged, contact the dealer.
- **Wear protective gloves** to unpack the appliance from the box.
- The unit is supplied fully assembled.
- Unpack and visually inspect the unit for damage or missing parts. Report any problems to the distributor or manufacturer.
- Remove all protective plastic film, tapes, ties and packers before installing and operating. Clean off any glue residue left over from the protective plastic film.
- Wipe all surfaces with a clean, sanitised cloth.

Positioning

- Ensure the unit is **NOT** positioned where an exhaust fan or air conditioning is above the unit.
- Ensure the unit is positioned on a **level surface** to allow the well to drain properly.
- Ensure ventilation grills are not blocked and have adequate ventilation where normally positioned.
- When moving the unit, ensure the doors are secure.
- Ensure castors are locked before use.

Other Assemblies

- For all other assemblies (e.g. gantry, sneeze guard) refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- Ensure a **qualified technician** is used where needed in accordance to the appropriate user manuals.

Electrical

- For all electrical information refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- Ensure a **qualified technician** is used where needed in accordance to the appropriate user manuals.
- **Wall sockets need to be installed** where the unit is normally positioned. Do NOT use extension leads or multiboxes.

Refrigeration

- For all refrigeration information refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- Ensure a **qualified technician** is used where needed in accordance to the appropriate user manuals.

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Plumbing

- For general information on plumbing refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- **Ensure a qualified technician is used where needed in accordance to the appropriate user manuals.**
- A tundish is recommended to be installed where the unit is normal positioned. Contact a plumber about the best drainage for your unit.
- If the tundish is not possible, movable units need a drainage receptacle for the drainage. The drainage receptacle should only be placed after the unit has been positioned.
- Adequate **drainage must be supplied after hours**. A bucket or other methods MUST be placed under the drain.

Ventilation

- For ventilation information refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- Ensure a **qualified technician** is used where needed in accordance to the appropriate user manuals.
- All necessary clearances for ventilation have been built into the unit. Do **NOT** cover ventilation grills for any reason and keep ventilation grills 300mm away from walls. If covered, overheating will occur.
- Normal operating conditions should not exceed 25°C at 60% Relative Humidity (Climatic Class 3).
- Ensure heated air from other sources does NOT flow into the cabinet.
- Failure to observe ventilation guidelines will void warranty.

Important!

Never store cardboard cartons or other items near or on the service compartment ventilation grills. All grills around the unit must be kept clear at all times to prevent overheating.

Operation

General Recommendations

Our appliances have been designed to give high performance. Hence, the appliance must be used exclusively for the purpose for which it has been designed.

Read these instrucitons carefully and retain for future reference

Important!

This appliance should not be operated by person(s) (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning the safe use of the appliance by person(s) responsible for their safety.

- All appliances **MUST** be installed according to the procedures stated in the installation section of this manual.
- Do **NOT** use this appliance for any other purpose than its intended use.
- Do **NOT** store explosive substances such as aerosol cans with a flammable propellant in or near this appliance.
- Ensure element covers are installed before switching the elements **ON**.
- Keep fingers out of "**pinch point**" areas. Clearances between the doors, pans and panels are necessarily small.
- This appliance is **NOT** waterproof. Do **NOT** use jet sprays or hoses to the exterior of the appliance.
- If the power supply cord becomes damaged, it must be replaced the by manufacturer, an authorised service agent or similarly qualified persons to avoid a hazard.
- Be careful not to touch moving parts.
- Do **NOT** place any part of your body on the refrigeration or fans when the unit is turned on.
- Do NOT install the operating appliance next to any heat source or grease-emitting appliance (i.e. fryers). Allow approximately 300mm gap.
- Do **NOT** use sharp objects to activate controls.
- If any fault is detected, disconnect the appliance from the mains and call the service agent.
- Do **NOT** use the appliance in an explosive atmosphere.
- Do **NOT** wash or clean the appliance with a hose or harmful materials.
- Avoid exposure to direct heat and/or humidity sources.
- The manufacturer declines any liability for damages to persons and/or things due and to an improper/wrong and/or unreasonable use of the machine.

Important!

This user manual is to be used in conjunction with the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.

Unit Operation / Initial Start-Up

- For information on operating the unit and running the unit refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- Ensure a **qualified technician** is used where needed in accordance to the appropriate user manuals.

Moving the Unit

Information

- The unit must **NOT** be switched **ON** and **MUST** be **unplugged** when moving the unit.
- No product should be in the gastronorm pans. All liquids **MUST** be removed.
- Ensure **all drainage is unhooked and drainage receptacles are emptied**.
- Ensure pathway is clear before pushing the unit. Always look where the unit is heading and watch for hazards.
- Do **NOT** pull the unit, **push the unit** to ensure no injury occurs. Proper training in moving the unit should be provided for new personal.
- Push on the **main body** of the unit. Do **NOT** push the on the gantry.
- Ensure the castors are **unlocked** before moving and **locked** after moving.
- Position the unit before plugging into a wall socket and switching it ON.
- After moving, ensure that the power cord is placed out of the way so that no items can be stored on it.
- More than 1 person maybe required to move the unit. Speak to your distributor or manufacturer about the weight of your unit.
- After moving, **allow 30 minutes** for the gas in the refrigeration unit to settle before switching ON.
- For proper drainage, ensure the unit is only moved from flat surface to flat surface.

WARNING!

The bucket MUST be emptied before moving the unit. Water damage is NOT covered by warranty

After Hours

- For information on after hours use refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.
- Ensure a **qualified technician** is used where needed in accordance to the appropriate user manual.

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Cleaning

WARNING!
Switch the unit OFF at the main power supply before cleaning.

Schedules

- The unit should be cleaned at the end of the **EVERY WORK DAY**.
- Ventilation grills on the Cold Well Island Buffet should be cleaned **WEEKLY**.
- For all other schedules to cleaning refer to the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn*.*x*M.*z*) user manual.

Information

- Cleaning is recommended for health and safety purposes and to prolong the life of the unit.
- All liquids on or around the unit MUST be cleaned up **straight away**.
- Cleaning the perforated panels maintains efficiency and prevents the unit from overheating. Perforated panels are located on the front, side and rear panels around the island buffet.
- **Do NOT use abrasive pads or cleaners** on the surfaces.
- Do NOT remove any screw for cleaning. All internal sections of the unit are to be cleaned by a qualified technician.
- For maintenance of the surfaces, check the maintenance section for more information.

WARNING!
The external surfaces of this unit are NOT waterproof, do NOT hose.

Stainless Steel Surfaces

- Clean with warm (not hot) soapy water and a sponge. After, rinse with clean, fresh water.
- **Do NOT use industrial chemical cleaners or caustic based cleaners**, many will damage the metals and plastics used on this unit.
- After cleaning, thoroughly wipe the stainless steel and metal parts dry with a soft cloth. Do NOT let water pool on the unit. Check crevices and folds.
- When drying, metal surfaces should be wiped with a soft cloth in the same direction as grained polish.

Laminate Surfaces

- Use cleaners and a sponge.
- **Do NOT use strongly acidic, alkaline cleaners or bleach** for cleaning. Mild dishwashing detergent in water can remove greasy marks, ensure that it is wiped off quickly.
- Streaky marks can remain after cleaning, use all purpose cleaners (Windex or Spray n Wipe) to remove.
- To avoid stains, wipe surfaces immediately. If the surface is stained, wipe with methylated spirits or diluted bleach mixture (1 part bleach to 8 parts water). Remove after 3 minutes with water.
- Dry thoroughly with a soft cloth after cleaning.

Stone Surfaces

- Use warm soapy water with a cloth.
- **Do NOT use products containing acids, vinegar or lemon juice** for cleaning.
- To avoid stains, wipe surfaces immediately. Stains cannot be removed.
- Dry thoroughly with a soft cloth after cleaning.

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Maintenance

Routines

Schedules

- To maintain optimal performance cleaning and maintenance schedules must be regular and thorough.
- External surfaces should be cleaned at the end of the **EVERY WORK DAY**.
- Perforated panels should be cleaned **WEEKLY.**

Log Books

- Log books should be kept for all cleaning and maintenance of this unit.

Inspection

- Surfaces should be checked at least **once a week** for damage or deterioration. Stone should be inspected for chips or cracks.
- As part of the maintenance, a **qualified technician MUST** check mechanical parts for damage, deterioration or need of adjustment.

Faults

- Not repairing small faults immediately can cause a complete breakdown. If any small faults occur, have them attended to promptly by a **qualified technician**.
- All faults should be reported to the distributor and manufacturer.

Stainless Steel Protection

Cleaning

- For cleaning the stainless stain, check the cleaning section.
- All metal surfaces should be checked while cleaning for damage, scuffs or scapes as these can lead to rust and further damage to the product.

Corrosion Protection

- Stainless steel exhibits good resistance to corrosion however, if not properly maintained stainless steel can rust.
- Any sign of mild rust or corrosion should be thoroughly cleaned with warm soapy water and dried as soon as possible.
- **NEVER** use abrasive pads or cleaners for cleaning.
- Medium rust or corrosion can be treated by a commercial cleaning agent that contains citric/oxalic/nitric/phosphoric. Do **NOT** use cleaning agents with chlorides or other harsh chemicals as this can cause corrosion. After treatment, wash with warm (not hot) soapy water and dry thoroughly.
- Thoroughly wipe the surfaces dry after cleaning and do NOT let water pool on the unit. Check crevices and folds for pooling.
- If an abrasive product is used while cleaning, thoroughly dry the unit and leave in an open or oxidised area for the stainless steel protective layer to replenish.
- When using, ensure all liquids and moisture is cleaned up straight away. Food liquids such as juices from vegetables and fruits should NOT be left on preparation surfaces.
- Do NOT leave items on the stainless steel such as cutting boards, rubber mats and bottles.
- The external surfaces of this unit are NOT waterproof, do NOT hose.

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Surface Finish

- To protect the polish, stainless steel should be dried by wiping a dry soft cloth in the same direction as grained polish.
- For **NON**-food contact surfaces, a light oil can be wiped on the surfaces with a cloth to enhance the stainless steel surface. Wipe in the direction of the grain.
- Some commercial stainless stain cleaners can leave residue or film on the metal; this may trap fine particles of food on the surface, thus deeming the surfaces not **food safe**.

Laminate Protection

Cleaning

- For cleaning the laminate, check the cleaning section.

Surface Protection

- **NEVER** use abrasive pads or cleaners for cleaning.
- Do NOT place **hot objects** straight from the oven or cooker onto the surface.
- Avoid utensils, knives and unglazed pottery contacting the surface.
- **Do NOT cut** on the surface, use a chopping board.
- Do NOT use strongly acidic, alkaline cleaners or bleach for cleaning.
- To stop stains, immediately wipe off beetroot, curry, juices, bleach, oven cleaners, dishwasher detergents, artificial dyes etc. immediately to stop stains.
- If stained, wipe with methylated spirits or diluted bleach mixture (1 part bleach to 8 parts water). Remove after 3 minutes with water. Caution: bleach can irreversibly damage the laminate surface.
- To minimise scratching, always place and lift objects from the surface. NEVER drag or slide objects across the surface.
- The external surfaces of this unit are NOT waterproof, do NOT hose.

Surface Finish

- Streaky marks can remain after cleaning, use all purpose cleaners (Windex or Spray n Wipe) to remove.
- Keep waxes and polishes well away as they dull the natural shine.
- To keep the shine, do not clean with dishwashing detergent.

Stone Surface Protection

Cleaning

- For cleaning the stone surface, check the cleaning section.

Surface Protection

- Always clean surface with a damp cloth, clean up spills immediately.
- **NEVER** use abrasive pads or cleaners for cleaning.
- Avoid the use of products containing acids, vinegar or lemon juice.
- Do NOT place **hot objects** straight from the oven or cooker onto the surface.
- To stop stains, immediately wipe off beetroot, curry, juices, bleach, wine, oven cleaners, dishwasher detergents, artificial dyes etc. immediately to stop stains.
- The external surfaces of this unit are NOT waterproof, do NOT hose.

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Water Damage

WARNING!
The external surfaces of this unit are NOT waterproof, do NOT hose.

Information

- Water damage to the electrical and mechanical parts of unit can occur through hosing on or around the unit.
- Improper cleaning of the unit can lead to water damage.
- If water damage occurs allow the unit to dry and ensure the unit is checked by a **qualified technician** before switching the unit ON.
- All water damage that is not due to construction or mechanical faults is not covered by warranty.

Replacements

Tops and Cladding

- Tops and Cladding can be replaced by manufacturer or others.

Mechanical Parts

- All mechanical parts can be replaced by the manufacturer or others.
- All mechanical parts MUST be fitted by a **qualified technician**.

Servicing and Replacement Information Line

All Parts
Stoddart Manufacturing:
Sales: 1300 791 954
Customer Service: 1300 307 289
Fax: (07) 3344 6166
Sales: fse@stoddart.com.au
Customer Service: service@stoddart.com.au
Spare Parts: spares@stoddart.com.au

Troubleshooting

WARNING!
Technician tasks are only to be completed by qualified service people.
Check faults before calling service technician.

Task Type - (O) = Operator (T) = Technician Task

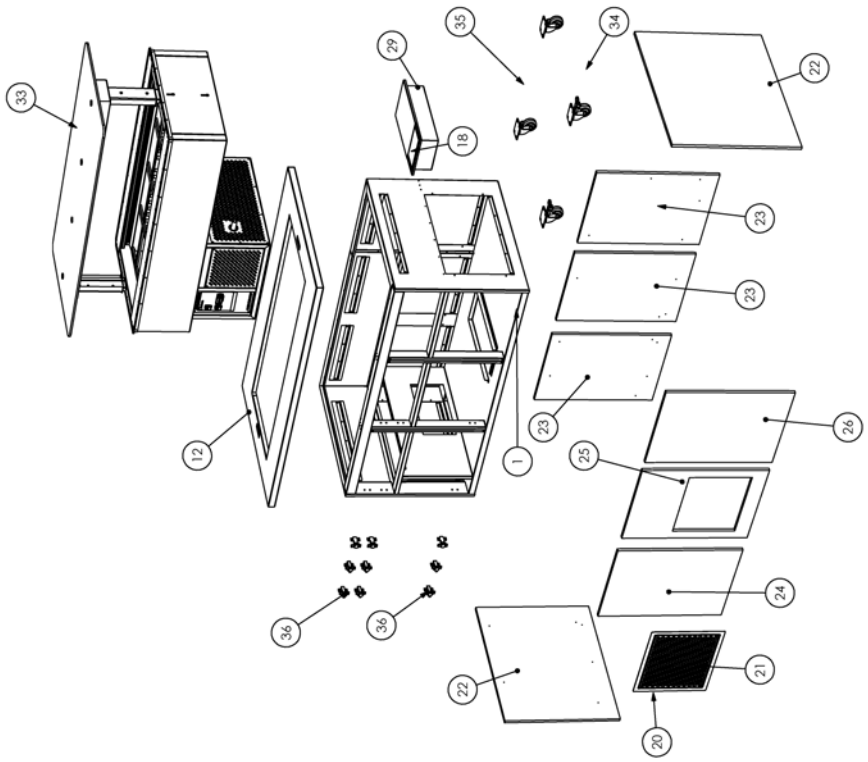
Problem	Possible Cause	Task	Possible Corrective Action
Unit does not move	Castor brake on.	O	unlock castor brake by lifting red lever.

Important!
This user manual is to be used in conjunction with the Cold Well with Fan Forced Gantry (CR.CWFFG.T*yn.x*M.*z*) user manual.

Spare Parts List / Assembly

Typical

ITEM NO.	PART NUMBER	DESCRIPTION	spare parts/QTY.
1	CR-IB-T3-4M-p001 Rev A	Base Shelf	1
12	CR-IB-T3-4M-p012 Rev A	Deck	1
18	CR-IB-T3-4M-p018 Rev A	R/H End Air Plenum	1
20	CR-IB-T3-4M-p020 Rev A	Air Grille Frame	1
21	CR-IB-T3-4M-p021 Rev A	Air Grille	1
22	CR-IB-T3-4M-p022 Rev A	CMGE-1467 - Joinery End Panel	2
23	CR-IB-T3-4M-p023 Rev A	CMGE-1468 - Joinery Rear Panel	3
24	CR-IB-T3-4M-p024 Rev A	CMGE-1469 - Joinery L/H Door	1
25	CR-IB-T3-4M-p025 Rev A	CMGE-1470 - Joinery Ctr Door	1
26	CR-IB-T3-4M-p026 Rev A	CMGE-1471 - Joinery R/H Door	1
29	CR-IB-T3-4M-p029 Rev A	Drip Tray	1
33	CR-CWFFG-T3-4M-g001 Rev B	4 Mod Coldwell: NO Deck: Straight Glass: Self Contained	1
34	CMGE-1462	Castor:Fallshaw DJA75G-MZPTB	2
35	CMGE-1463	Castor:Fallshaw DJA75G-MZP	2
36	CMGE-1128-1127	Hinge:Straight:107deg & Hinge:Plate:Clip	9



STODDART MANUFACTURING
Quality in stainless steel

PART No: CR-IB-T3-4M-g001 Rev A
DESCRIPTION: Island Buffet - 4 Module Coldwell
DWG No: CR-IB-T3-4M-d001 Rev A
Dwg. Issue: 1
Sheet 37 of 37

Warranty

Australian Warranty and Contact Details

As the exclusive manufacturer and distributor of Culinaire products in Australia, Stoddart Manufacturing (Stoddart) would like to congratulate you on your purchase of a Culinaire product.

It should be noted by users of the product that it is not designed for household or domestic use and should not be used for this purpose.

This product is intended for commercial use, and in line with Australian electrical safety standards the following warnings are provided:

This product is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning the use of the product by a person responsible for their safety. Children should be supervised to ensure that they do not play with the product.

Users should also note that if the supply electricity cord is damaged in any way it should be replaced. Please contact Stoddart for parts and we will advise how to do this in order to avoid any electrical hazard.

Australian Warranty Policy & Procedure

Stoddart is committed to providing a comprehensive and fair warranty for all of its equipment. The warranty incorporates a commercial manufacturers' warranty, together with the consumer warranty provisions of the National Consumer Protection Act (2009).

1. Commercial Warranty

1.1. Stoddart warrants to the original purchaser ("Customer") of equipment manufactured or distributed by Stoddart that for 12 months from the date of installation of the equipment by Customer (the "Warranty Period"), any defect in workmanship or material will, subject to clauses 1.2 and 3, be:
   i. Repaired without charge; or
   ii. In respect of any Major Failure which cannot be repaired, replaced or the purchase money refunded.

1.2. Stoddart will not be liable for any associated loss, damage or compensation claim resulting from any defect in workmanship or material, and such liability is expressly excluded from the operation of clause 1.1.

2. Consumer Warranty

2.1. Subject to clause 3, equipment supplied by Stoddart to Customer for personal, domestic or household use or consumption comes with guarantees that cannot be excluded under the Australian Consumer Law. Customer is entitled to a replacement or refund for a Major Failure and compensation for any other reasonably foreseeable loss or damage. Customer is entitled to have the equipment repaired, or replaced if the equipment fails to be of an Acceptable Quality and that failure does not amount to a Major Failure.

3. Warranty Clarification

3.1. Customer acknowledges and agrees:
   i. A Major Failure occurs when the equipment suffers repeated and/or unexpected failure that cannot be repaired to Stoddart's satisfaction (acting reasonably) or which Stoddart considers (acting reasonably) renders the equipment unsafe or inoperable;
   ii. Stoddart can only warrant the equipment will be of an Acceptable Quality when Customer uses the equipment in accordance with Stoddart's manufacturer's instructions or user manual ("Instructions"). Acceptable Quality does not imply a lifetime guarantee for the equipment;
   iii. Certain components have a finite expected life, especially in a commercial or high-use environment. For example components such as refrigeration compressors, elements, thermostats/simmerstats, switches, fans, and temperature controllers can be expected to last up to 12 months when used in accordance with the instructions;
   iv. In a commercial environment, components such as lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components will require regular replacement. This is not covered by warranty and is at Customer's cost.
   v. The life of equipment may be adversely affected by misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, and acts of God;
   vi. Proper maintenance and cleaning of equipment in accordance with the Instructions is essential to the equipment's effective operation;
   vii. On site warranty services are limited to sites within 50km from the nearest Stoddart authorized service agent and service agent's reasonable travel costs must be paid by Customer prior to the commencement of the repairs; Public Holidays
   viii. Stoddart cannot guarantee the performance of equipment made specifically to Customer's design or specifications. Stoddart will, where reasonably possible, draw any issues arising from Customer's design or specifications to Customer's attention during the commissioning and/or manufacturing process; and
   ix. Customer must pay additional costs incurred by Stoddart as a result of Customer failing to provide suitable access to the equipment for inspection and service.

3.2. Stoddart's warranty liability under clauses 1 and 2 of these Terms exclude or do not cover:

i. The matters acknowledged by Customer in clause 3.1;
ii. Situations where Stoddart is not satisfied (acting reasonably) the equipment or any part of the equipment has been used in accordance with the Instructions including misuse, neglect, unauthorised alteration, incorrect installation, power surges, accident, use of inappropriate chemicals, flooding, fire or act of God;
iii. Any consequential loss, damage or expense arising directly or indirectly from use of the equipment otherwise than in accordance with the Instructions;
iv. Any damage or malfunction arising from, or relating to, Customer's failure to properly maintain or clean the equipment in accordance with the Instructions;
v. Damage caused to equipment during transportation, which is outside Stoddart's standard delivery conditions.
vi. Breakage or replacement of lamps, fluorescent tubes, light bulbs, glass, silicone seals, gaskets and plastic components.
vii. Maintenance, repair or other works not undertaken by a Stoddart authorised service agent
viii. Where remote refrigeration is connected by a person other than Stoddart to equipment produced by Stoddart, Stoddart cannot accept claims for repair of TX valves and control components, as the fault may arise from the installation of the remote refrigeration lines, equipment, and gas, by a party over which Stoddart has no control.
ix. Transportation costs associated with transporting the equipment to a Stoddart authorized service agent where Stoddart considers (acting reasonably) that repairs cannot be undertaken on-site; and
x. Unless agreed to by Stoddart in writing to the contrary, warranty is not included in the sale price for goods sold to or installed in an overseas location.

4. Warranty Claim Procedure

4.1. The following procedure must be followed to claim under Stoddart's warranties:
4.2. Refer to the trouble-shooting section of the Instructions to establish the nature of the fault. Check the equipment is plugged-in, turned-on or has no other valid reason for not operating.
4.3. If step (a) does not overcome the issue, you should report the fault with the equipment to our service department (phone 1300 307 289). Our service department will assist you with further trouble-shooting. If our service department is unable to resolve the fault with the equipment they will request you complete a Stoddart Warranty Request Form and email (service@stoddart.com.au) it to us.
4.4. To complete a Stoddart Warranty Request Form you will require the following information:

i. Proof of purchase stating model number and date of purchase;
ii. The serial number of the equipment (this is located on the ratings plate sticker);
iii. A description of the fault/problem;
iv. Your company details including the exact location of the equipment; and
v. Any restrictions on times or methods of access to the equipment.

4.5. Stoddart will not arrange a warranty call out until it receives the above information from you in writing.
4.6. Upon receipt of a properly completed Stoddart Warranty Request Form, Stoddart will check its records to confirm whether the equipment is eligible for warranty repair. If warranty repair is required, Stoddart will issue an OFFICIAL AUTHORISATION NUMBER and details of work to be carried out by a Stoddart authorised service agent. This authorisation number MUST be obtained before any work is carried out. Stoddart will not accept invoices for work carried out without an official authorisation number or by an unauthorised service agent.
4.7. Customer must quote the official authorisation number on all correspondence and invoices relating to a warranty claim to ensure prompt processing by Stoddart.
4.8. Customer must pay all costs associated with a call-out for work that is not related to warranty repairs or outside Stoddart's Terms immediately.

5. Timing of Warranty Services

5.1. Stoddart will comply with its warranty liabilities contained in these Terms in a timely manner

6. General Maintenance and Repairs

6.1. The equipment must be repaired and maintained by a qualified technician. Stoddart's authorised service agents are experienced technicians who understand the equipment and carry commonly used spare parts. Contact Stoddart's national service number listed below for details of your nearest Stoddart authorised service agent.

For Warranty, maintenance, spare parts and repairs, contact:
Tel: 1300 307 289 email: service@stoddart.com.au